New Employee Orientation

Information Technology Services

9/27/2005
Tom Radermacher
MN ITS Group Manager

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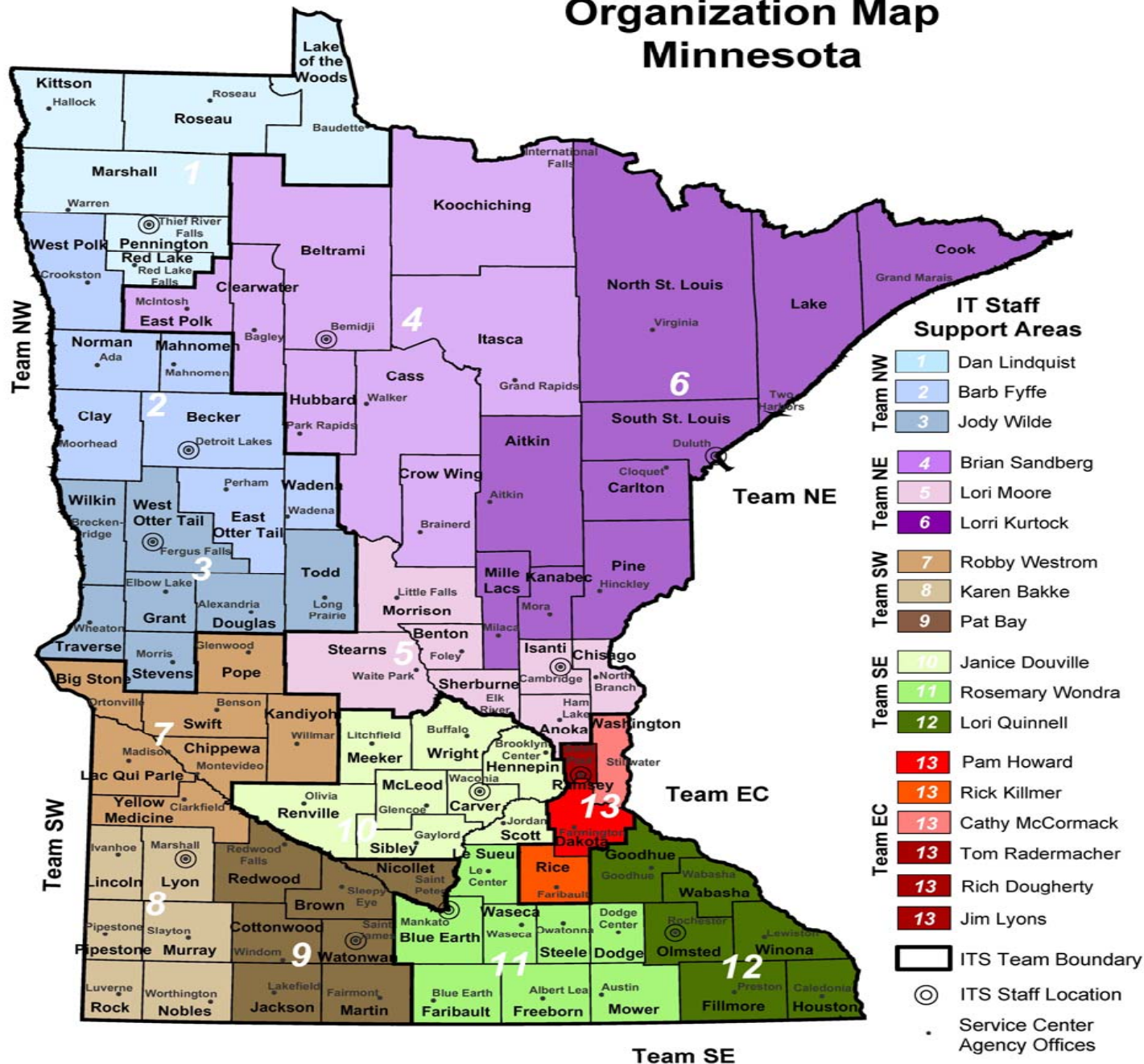   arrows for next/previous page

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ITS Organization

- The ITS organization was created on 11/28/04 to provide Information Technology support to RD, FSA, and NRCS employees.

- The ITS staff is made up of the former Information Technology Specialists from RD, FSA, and NRCS.

MN ITS Organizational Plan

- On September 4, 2005, the ITS staff reorganized in order to move some of the ITS staff closer to the offices where they provide support.
- Staff consists of the following:
  - 1 Group Manager
  - 16 Information Technology -IT Specialists
  - 1 Computer Assistant
- Lead IT Specialist designated for each office
- Each IT Specialist is member of a 3 person team
- See details at:
  - http://www.mn.nrcs.usda.gov/intranet/ITS/

Information Technology Services Organization Map Minnesota

IT Staff Support Areas

Team NW
- 1 Dan Lindquist
- 2 Barb Fyffe
- 3 Jody Wilde

Team NE
- 4 Brian Sandberg
- 5 Lori Moore
- 6 Lorri Kurtock

Team SW
- 7 Robby Westrom
- 8 Karen Bakke
- 9 Pat Bay

Team SE
- 10 Janice Douville
- 11 Rosemary Wondra
- 12 Lori Quinnell

Team EC
- 13 Pam Howard
- 13 Rick Killmer
- 13 Cathy McCormack
- 13 Tom Radermacher
- 13 Rich Dougherty
- 13 Jim Lyons

- ITS Team Boundary
- ◎ ITS Staff Location
- • Service Center Agency Offices

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ITS Information

- http://www.mn.nrcs.usda.gov/intranet/ITS/
  - Click on county - will shown telephone number and address of IT Specialists that provides support to SCA users in the county
  - Click on "How To's" - will show Help and/or TIPS on various subjects including
    - Windows XP User Reference Guide
    - External Outlook Web Access
    - Setting Outlook to View ITS staff schedules

Services Provided by ITS

- Desktop and Laptop Workstations
- Internet and Network connections
- Printers and peripherals
- Computer Security
- Telephone systems
- Additional information available at:
    - http://www.mn.nrcs.usda.gov/intranet/ITS

IT Software Environment

- Windows XP Professional Operating System (SP1)
- Windows 2000 Server in every Field Office (upgrade to Windows 2003 server FY06)
- MS Office 2003 Professional Suite (upgrading now)
- MS Publisher 2003   (installing now)
- MS Frontpage 2003   (if needed)
- T1 Internet connection in most offices -1.5Mbs
- Exchange email server and Outlook email client
- GIS Software: ArcView 3.3 and ArcGIS 8.3

Software Legalities

- Copyrighted software will be installed and used in accordance with license agreements.

- Unauthorized copies of software will not be made for office or personal use.

- Software may not be borrowed or removed from the workplace.

- Only software that is officially released or approved by appropriate Agency management is to be used on USDA systems.

- All users will ensure that the appearance of any data tampering, malicious software, or unauthorized access is reported immediately through your supervisor.

Limited Personal Use Policy

- Information systems, Internet access, email and the telephone system are provided for official use.

- USDA DR 3300-1 authorizes limited personal use provided this involves minimal expense to the Government and does not interfere with official business.

- This policy does *not* authorize the surfing of adult or pornographic sites, gambling sites, or sites that promote hate or violence.

- Streaming stock tickers, weather programs, Internet radio and streaming video that is not related to official work are prohibited because they degrade network performance and hinder network use by others.

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Inappropriate Personal Use

- Peer-to-peer file sharing applications such as Gnutella, KaZaA, Musiccity.com, etc.
- Playing online electronic games.
- Unauthorized mass mailings, creating, copying, transmitting, or retranslating chain letters.
- Use of instant messaging to include AOL Instant Messenger, Yahoo Instant Messenger, ICQ, Microsoft Messenger, etc. unless supplied by the Agencies
- For Acceptable Personal Use policy see:
  - http://www.mn.nrcs.usda.gov/intranet/ITS/Computer-Security.html

Workstation Logon Password

- Must be a minimum of eight characters
- Must contain at least three of the following characteristics: Capital Letter, Lowercase Letter, Number, Special Character -@,#,$,%,^,&,*
- Must be unique and different from the last seven passwords used
- Must be changed every 90 days and cannot be changed until five days after the last change.
- Must be kept confidential
- To change your password, log into your workstation, then press Ctrl-Alt-Del and choose Change Password from the menu.

Automated Processes

- Software Update Service -SUS. Windows XP and key software packages are updated during reboots and background processes.

- Daily reboots are recommended to ensure the latest patches are applied.

- Mcafee virusscan updates frequently and runs weekly to scan the workstation hard drive

- Workstation should be left on at night to allow for patches to be installed -and possibly backups.

Shared Drives

- F: - Used for GIS data.

- S: - Used for data sharing, available to everyone in the service center.

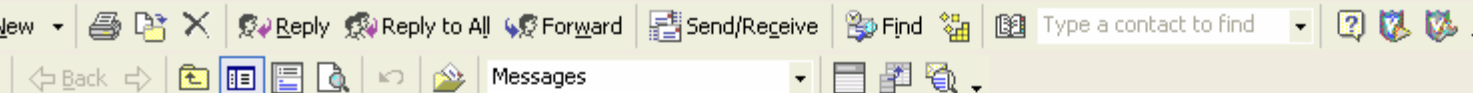- H: - Your personal server folder. Only you have access to this drive.

Backups

- Servers are backed up every night.
- Includes data on the F:, S: and H: drives.
- C:\home on laptops is also backed up to the server.
- No other workstation files are backed up. If you have an application that stored files in locations other than the F:, H:, S: or C:\home on laptops, contact your IT Specialist

Outlook

- Connect vs. Work Offline.

  Connect – Data is continually transferring to the Exchange server, which can slow the operation of your workstation. All features of Outlook are available.

  Work Offline – Data only transfers to the Exchange server at specified intervals. Some features of Outlook are unavailable -i.e. viewing co-workers calendars, setting up filters.

Menu bar: Edit | View | Favorites | Tools | Actions | Help — Type a question for help

Inbox - Microsoft Outlook

Messages

Inbox

Folder List:
- Outlook Today - [Mailbox - Howard, Pamela - St. Paul, MN]
- Calendar
- Contacts
- **Deleted Items** (16)
- **Drafts** (2)
- **Inbox** (138)
- Infected
- Journal
- Notes
- Outbox
- quarantine
- Sent Items
- Synchronization Failures
- Tasks
- Personal Folders0
- Acrobat6
- AgWest
- **Albert Lea** (2)
- appraisers
- AS_400
- **Bagley** (1)
- Barb
- **Bemidji** (2)
- **Blackberry** (1)
- **Brainerd** (3)
- Brian
- Brio
- **Buffalo** (2)
- Calendar
- Cathy
- Chippewa
- Chisago
- Cisco
- Conference Room
- Contacts

Message list columns: ! | □ | ▽ | 0 | From | Subject | Received | Size

- Gendron, Patricia - Bagley, ... | FLP ADPS Transaction 1B | Mon 6/20/2005 1:28 ... | 1 K
- Mon 6/20/2005 10:56... | 17.
- Mon 6/20/2005 10:27 AM | 4 K
- Mon 6/20/2005 9:47 AM | 4 K
- Mon 6/20/2005 9:24 AM | 2 K
- Mon 6/20/2005 9:02 AM | 87.
- Mon 6/20/2005 8:57 AM | 2 K
- Mon 6/20/2005 8:37 AM | 6 K
- Mon 6/20/2005 8:33 ... | 5 K
- Fri 6/17/2005 12:45 PM | 1 K
- Thu 6/16/2005 9:57 AM | 7 K
- Navin, Michael - St. Paul, MN | Out of Office AutoReply: RDA Logbook | Wed 6/15/2005 5:08 ... | 71.
- Lyons, James - St. Paul, MN | Eats update for Jim Borst Laptop | Wed 6/15/2005 4:26 ... | 1 K
- Radermacher, Tom - St. Paul, MN | RE: West Polk County | Wed 6/15/2005 4:18 PM | 2 K
- Bloomquist, Jeff - St. Paul, MN | RE: West Polk County | Wed 6/15/2005 4:17 PM | 2 K
- Radermacher, Tom - St. Paul, MN | RE: West Polk County | Wed 6/15/2005 4:17 PM | 2 K
- Howard, Pamela - St. Paul, MN | ITS Service Desk Work Order # 74203, Subje... | Wed 6/15/2005 4:06 PM | 5 K
- Bloomquist, Jeff - St. Paul, MN | RE: West Polk County | Wed 6/15/2005 4:03 PM | 1 K
- Wed 6/15/2005 12:50 PM | 62.
- Wed 6/15/2005 11:33... | 3 K
- Wed 6/15/2005 11:33... | 3 K
- Wed 6/15/2005 8:28 AM | 86.
- Wed 6/15/2005 8:10 AM | 3 K
- Tue 6/14/2005 4:22 PM | 2 K
- Tue 6/14/2005 1:45 PM | 2 K
- Mon 6/13/2005 9:38 ... | 2 K
- Sandberg, Brian - Duluth, MN | RE: Manual Backup | Fri 6/10/2005 3:17 PM | 7 K
- Angela Hummelgard | RE: 375 Jackson St Access | Fri 6/10/2005 10:58 AM | 2 K
- Sheppard, Jim - Fort Collins... | ITS NewsFlash - Audio files for June 9th ... | Thu 6/9/2005 5:12 PM | 46.
- Moss, Laurie - St. Paul, MN | Compliance/GIS Coverage | Thu 6/9/2005 4:52 PM | 85.
- Fyffe, Barbara - St. Paul, MN | FW: ARC GIS /SQL - User Move | Thu 6/9/2005 1:40 PM | 4 K
- Wilde, Jody - Fergus Falls, MN | FW: EATS - SWCD Orders | Thu 6/9/2005 1:31 PM | 4 K
- Berg, Gerald - St Paul, MN | Phone lines | Thu 6/9/2005 12:04 PM | 2 K

ems, 138 Unread

Callout 1: "Outlook Today" Messages reside on the Exchange server in Kansas City. There is a 100MB limit per user. Folders are available with Outlook Web Access -OWA.

Callout 2: "Personal Folders" Messages reside on your Workstation or H: drive. There is no size restriction. Messages are not available with OWA.

Self Service Help Desk

- Alternative method to directly calling the Lead IT Specialist is to enter your request for assistance in the Magic Solutions Self Service Help Desk. You will be able to track progress on your request for assistance.

- See http://www.mn.nrcs.usda.gov/intranet/ITS/ for link to Magic Solutions Self Service

- Help on using the Self Service Help Desk is at http://www.mn.nrcs.usda.gov/intranet/ITS/it_help.html

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This presentation can be viewed at:

http://www.mn.nrcs.usda.gov/intranet/ITS/it_help.html